

# CFSC Conflict Resolution Policy

Conflict is an inevitable part of any organization, and the Cody Figure Skating Club is no exception. By establishing a clear guide for conflict resolution, we can ensure that disputes are handled fairly, efficiently, and with respect for all parties involved. This guide outlines the steps for attempting resolution prior to filing a written complaint, the process for filing a written complaint, and the potential disciplinary actions that may follow.

## Attempt Resolution Prior to Filing a Written Complaint

The CFSC board encourages all club members to make every reasonable effort to address their concerns and resolve issues with another club member informally before filing a formal written complaint. It is in the best interest of all involved with the club if we are able to resolve our differences on our own, without the need for a formal complaint. Please remember the Code of Conduct in addressing these issues privately. CFSC recommends that the matter be addressed either outside of the ice arena or in a setting outside the view and hearing of others.

If you are unable to resolve your conflict informally and wish to have an intervention by the CFSC board, then you must fill out the formal complaint form that can be found on our website or ask for a link to the form.

### 1. Filing of the Written Complaint

1. Your written complaint must be filed within **10 days** of the event in question.
2. The written complaint is considered filed when it is submitted to the executive board of the CFSC.
3. The executive board of CFSC will acknowledge receipt of the written complaint to the individual filing the complaint.

### 2. Submitting the Complaint

1. Submit to the CFSC Board.
2. The executive board of CFSC will acknowledge receipt of the complaint in writing and provide an estimated timeline for the investigation and resolution.

*\*If the complaint is being filed against a member of the executive board or the individual filing the grievance is not comfortable with a member of the executive board handling the issue, that member of the executive board can be excluded from the complaint.*

### 3. Distribution of the Formal Written Complaint

Within 15 days of the date that the written complaint is filed, the executive board will:

1. Provide a copy of the written complaint to the individual(s) whom the conflict addresses.
2. Submit the written complaint to the SkateSafe Chair
3. The SafeSport Chair will then have **15 days** to discuss the matter with the board and determine the next steps in the resolution process.

### 4. Investigation

1. Gather Information: The authority will conduct a thorough investigation, including interviewing the parties involved and any witnesses, and reviewing relevant documents.
2. Maintain Confidentiality: Ensure that the investigation is conducted confidentially and impartially.

### 5. Determination of CFSC

The SkateSafe Chair will report its findings to the CFSC Board. If warranted, any disciplinary action will be determined by the CFSC Board on a case-by-case basis.

## Disciplinary Actions

CFSC values its members and believes that immediate termination of membership/contract is appropriate only in serious cases of misconduct. Consistent with this belief, it is the CFSC's general policy to correct misconduct before it reaches a level requiring termination. Accordingly, the CFSC has the option of using the following progressive discipline process:

Based on the findings of the investigation, the club may take disciplinary actions to resolve the conflict and prevent future issues. Disciplinary actions may include:

## 1. Verbal or Written Warning

1. Issue Warnings: Provide a formal warning to the offending party, outlining the unacceptable behavior and the consequences of further misconduct.
2. Document Warnings: Keep a record of the warning.

## 2. Probation

1. Define Terms: Place the offending party on probation, specifying the duration and terms of the probationary period.
2. Monitor Compliance: Monitor the individual's behavior and performance during the probationary period.

## 3. Suspension

1. Determine Suspension: Temporarily suspending the offending party from club activities, outlining the duration and conditions for reinstatement.
2. Communicate Effectively: Clearly communicate the reasons for the suspension and the steps required for the individual's return.

## 4. Termination

1. Assess Severity: In cases of severe or repeated misconduct, the club may terminate the offending party from membership.
2. Follow Proper Procedure: Ensure that the termination process follows the club's bylaws and any relevant legal requirements.

## Additional guidelines

If the conflict involves looking at the rink video, the initial view will be attended by the rink manager, the SafeSport Chair, and the CFSC President.

The Executive Board of the CFSC will ensure that only non-involved, objective parties mediate the problem. In certain cases, to avoid a conflict of interest, the board may substitute one or more members with temporary member/s selected from the board or the general membership. Similarly, one or more board members may be requested not to participate in the final resolution.

If the situation happens during Riley Arena Ice time, e.g., Freestyle Ice, we may need to coordinate with the arena as part of resolving the issue. Please note that our club's jurisdiction extends to our members and events; however, we can help facilitate communication or provide guidance on addressing concerns involving others. When appropriate, we can direct individuals to the proper U.S. Figure Skating channels for further assistance.

The CFSC protects the rights of all parties. This includes, but is not limited to, non-retaliation against complaints. **Please consider all facts before filing a complaint; a history of submitting non-substantial complaints based on rumors or falsified information may lead to disciplinary action.**

**Prior to any grievance being filed with US Figure Skating, conflict resolution within the CFSC, as defined above, must be attempted.**

## Conclusion

Resolving conflicts effectively is essential for maintaining a positive and productive environment within the CFSC. By following this guide, members can address disputes respectfully and constructively, ensuring that all voices are heard and that fair resolutions are reached. The goal is to foster a culture of open communication, mutual respect, and collaboration, ultimately strengthening the club and its community.